

Complaints Procedure

If you have a comment or complaint, please let us know!

Raise your grievance verbally first

Gynaikon Klinieken is committed to providing the best possible care. This is something we take highly seriously and it is important to us that you are satisfied.

If you, despite our commitment, are not satisfied with something, please first discuss your dissatisfaction with the person(s) involved. They will be happy to sit down with you to discuss the matter and find a solution to the problem. If a solution cannot be found or if you are reluctant to engage with the person(s) involved, you can raise your grievance by filing a formal complaint in writing or by email with the independent complaints officer. Or you can authorize someone to do so on your behalf.

Independent complaints officer

Gynaikon Klinieken has engaged Quasir to provide an independent complaints officer. The complaints officer mediates between you and the person who is the subject of your complaint, with the aim of removing your dissatisfaction. The independent complaints officer reports complaints to the board of Gynaikon Klinieken and makes recommendations to prevent similar complaints in the future.

Your complaint will always be treated confidentially. You can send your complaint to the complaints officer via this link: <https://forms.zenya.work/zzmcwyv5qq/70>.

Contact details:

Telephone number: +31 (0)6 48 44 55 38 (Monday to Friday from 9am to 5pm).

E-mail: bemiddeling@quasir.nl

On working days you will be called back or (when not answered) emailed within 48 hours after your notification.

Your written complaint

If your complaint has not been settled after mediation by the complaints officer, you can take the matter to the management of Gynaikon Klinieken via: info@gynaikonklinieken.nl.

The complaint officer can support you in this. The complaint officer does not interfere in the substance of the complaint but takes into account the wording. The complaint officer does not deal with claims for damages.

We aim to deal with a complaint within six weeks of receipt. If this is not possible because the processing is still required for some time, we will inform you of this.

Disputes committee

If you are unable to settle the matter with Gynaikon Klinieken and the complaints officer, you can take it to the disputes committee (Stichting Zorggeschil).

Contact details:

Telephone number: +31 (0)6 12583075 (Monday to Friday from 9am to 5pm).

E-mail: info@zorggeschil.nl

Post address: Stichting Zorggeschil, Postbus 1021, NL-7940 KA Meppel

For more information about the disputes committee, visit www.zorggeschil.nl.

Privacy

Gynaikon Klinieken has a privacy policy in place that governs its storage and processing of client data.

Aside from that, the Dutch Personal Data Protection Act (Wet Bescherming Persoonsgegevens, WBP) applies.

For a copy of our privacy policy, please contact us by calling us on: +31 (0)88 884444 or emailing us on:

info@gynaikon.nl. These are also the contact details to use if you want to request a copy of the full complaints procedure for Gynaikon Klinieken patients.

GYNAIKON KLINIEKEN

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